

Media Release

Yavapai County Sheriff's Office

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YCSO Announces Onsite and Remote Video Jail Visitation Program

The Yavapai County Sheriff's Office is pleased to announce a brand new video visitation system now available at the Camp Verde Detention Center. The system will officially be on-line beginning this coming Monday, April 28, 2014, and will eventually replace the former face-to-face (through glass) method of inmate visitation. Video visitation will greatly increase opportunities inmates have to visit family and friends while decreasing the amount of inmate movement in the jail necessary for face-to-face visitation. An additional option allows an inmate visit without the need to drive to the Camp Verde Detention Center. Online internet video visitation will allow inmate visitations by any standard internet connection for a small charge. Some details:



On-site: Inmate visits at the Camp Verde Detention Center will be conducted in a specially constructed building that houses the video monitors and is located adjacent to detention center parking. Visitation times are Monday through Friday from 7:30 am - 10:30 am and 12:00 am - 3:30 pm. Visits must be scheduled at least 1 day in advance or as far as 7 days in advance and can be completed online. There is no charge for on-site video visits.

Online: Avoid the drive completely with a very convenient option that permits an online visit by way of a basic internet connection. These visits are available throughout the year from 6AM to 10PM for a cost of only \$10 per visit. Please schedule at least one day in advance. It is suggested you log in 15 minutes before your scheduled visit time. After completing the tester, a program which confirms your computer's ability to handle the video transmission, click "Start Visit," then "Allow," and your visit will begin at the scheduled time.

All visits are limited to 25 minutes each session.

Visits may be scheduled online at: <https://jailvisiting.ycsoaz.gov>. YCSO general jail and visitor information is found here: <http://www.ycsoaz.gov/inmate-search-and-jail-information/>.

Detailed instructions for both the on-site and online visitation programs are available in the attachment. For your convenience, copies of this brochure are included on the following page.

BENEFITS

- Convenience:** Quickly and easily register and schedule visits online.
- Confirmed Visits:** Visits are confirmed immediately. You will even get a notification with details.
- Cancellation Notifications:** If anything changes, you are notified right away.
- Family Friendly:** Visit from the comfort of your home. Visit during family events without bringing children into the correctional facility.
- Less Travel:** Visit online. No need for travel, no lines, and no parking!

ONLINE VISITATION

See details online:

<https://jailvisiting.ycsoaz.gov>

ONLINE VISIT QUESTIONS:

(855) 208-7349

FACILITY:

(928) 771-3260



ONLINE VISITATION

Available 7 days per week

6:00 am - 10:00 pm
(subject to facility operations)

ON-SITE VISITATION

Monday - Friday

7:30 am - 10:25 am

11:30 am - 3:15 pm

Powered By
RENOVO
SOFTWARE

REGISTER, SCHEDULE, & VISIT INMATES ONLINE

NEW HOURS BEGINNING
APRIL 28, 2014



**Yavapai County
Sheriff's Office**

<https://jailvisiting.ycsoaz.gov>

VISITOR ID:

PASSWORD:

Click "Forgot Password" to change your password.

The Yavapai County Sheriff's Office now allows for online registration, scheduling and inmate visitation. Please review this handout before registering or visiting online.

1. REGISTER



Effective April 28, 2014, visitors will be responsible for visitation registration & scheduling.

At any time, go to the visitation website and click "Register Today." Fill in the required information including a valid email address (if needed, create one at mail.google.com, mail.yahoo.com or any other email provider).

Check your email inbox for an email to finalize your registration. If you do not receive an email, check your spam/junk folder. If you still don't see an email, call the number listed in this brochure. Next, log in using the temporary password provided in the email. You will be prompted to change your password. You may also register and schedule visits using the visitation kiosk in the lobby.

Before scheduling a visit, lawyers, public defenders, clergy, and other professionals should contact the facility in order to be designated as a professional visitor.

2. SCHEDULE

Visits must be scheduled at least 1 day in advance and may be scheduled as far as 7 days in advance.

VISITATION WEBSITE
<https://jailvisiting.ycsoaz.gov>



First, log in and click "Visitation" in the main menu. Add any additional visitors that will attend the visit, and select the inmate you'd like to visit. Choose between a video visit at the facility or an online visit from home. Before scheduling an internet visit, use the INTERNET VISIT TESTER.



Enter your preferred date, time and location and click "Search." All visits are displayed in MOUNTAIN STANDARD TIME.

If you select a paid visit, enter your billing information. All major credit cards, check cards and Visa Gift Cards are accepted.

3. CHECK IN

Visits at the facility:

Arrive no later than 15 minutes early for check in. A valid photo ID is required. Late arrival will result in the visit being canceled.

Online visits:

Log in 15 minutes before your visit is scheduled to begin. Your visit will be highlighted in red when you log in. Click the play button on the right of the red bar. Follow the instructions on the proceeding pages.

After completing the tester, click "Start Visit." On the next page, click "Allow." Your visit will begin at the scheduled time.

CANCELATION

To cancel a visit, click "Cancel Visit" on the Summary page; or click the "X" next to the visit on the Homepage. You will be asked to confirm your cancellation. To view information about past visits, click the "View Visit History" link under the "My Account" tab.

Unpaid Visits: Unpaid visits must be canceled at least 24 hours in advance.

Paid Visit Refunds:

48+ hours in advance: 100% Refund

24 - 48 hours in advance: 50% Refund

Under 24 hours in advance: NO Refund

No refunds will be issued for visits stopped due to inappropriate behavior, inappropriate dress or other policy violations.

Full refunds will be issued for visits cancelled by the facility (except if due to policy violations).

Citizens can contact the Yavapai County Sheriff's Office with information or questions at 928-771-3260 or the YCSO website:
www.ycsoaz.gov